# Quick Reference Guide: Email Management Tips

**TIP:** **Read it and delete it if it's not a record and you don't need it.**

Such as: advisory messages, personal messages, Mass Mailers and other information archived and available on the intranet, unnecessary cc:s, and messages that are no longer needed after you have read them.

**TIP:** **Email rule to live by: touch it once.**

Deal with email at point of creation or receipt.

**TIP:** **Don't respond with Reply All.**

Unless it's necessary to include everyone on the reply, don't, particularly if the distribution list is large. Only include the history if it is important to the context of your response, especially attachments.

**TIP:** **Think about Email composition.**

Consider what you include in your messages. Don't send large attachments to a large distribution list. Remember that the addition of graphics and screen shots make the size of the message grow quickly. Know your Email distribution list.

**TIP:** **Use a meaningful subject line.**

Utilize action key words such as: INFORMATIONAL ONLY, ACTION REQUIRED, RECEIVED.

**TIP:** **Organize and continuously manage your email:**

- Clean out all personal email, nonrecords, and transitory messages as soon as they have been acted on or when no longer needed.

- Organize the email that must be retained into folders. If you have a common folder structure for your paper files or records maintained on shared or personal drives, use the same structure.

- Regularly review your inbox and active folders and keep them cleaned out.

## E-mail Record Decision Tree

**How to decide if an e-mail is a record.**

```
         Related to
         EPA or your        No
         responsibilities  ─────►  Nonrecord
         at EPA

            │ Yes
            ▼
                                No
    Are you the          ◄─────────►    Are you the
    Sender/Creator                       Recipient

        │ Yes                              │ Yes
        ▼                                  ▼
                        No
    Does it     ◄────────  Nonrecord
    explain, justify,
    or document                    Do you need to     No
    an action or                   take an action   ─────►  Nonrecord
    decision

        │ Yes                              │ Yes
        ▼                                  ▼
    RECORD                          Does it            No
    File in                         explain, justify, ─────►  Nonrecord
    recordkeeping                   or document
    system                          an action or
                                    decision

                                       │ Yes
                                       ▼
                                   RECORD
                                   File in
                                   recordkeeping
                                   system
```

**For more information on records management, visit intranet.epa.gov/records**

**For more information on EZ Email Records, visit intranet.epa.gov/emailrecords**